

January 18, 2000

OBSERVATION REPORT #14

KPMG observed an inconsistency between the published documentation outlining the billing help desk process and Bell Atlantic's actual billing help desk practice.

Issue

KPMG's understanding is that all help calls are to be directed initially to the 800 BASS help line. Any Billing Inquiries will be assigned a tracking number and (except for technical questions) forwarded to the TISOC work center internally by the BASS representative. The BASS help desk will monitor the inquiry status while the BA-MA TISOC addressed the issue. BASS is to serve as the only CLEC interface.

In practice, however, the billing help desk process takes the BASS help desk out of direct contact with the CLECs. The two examples below indicate that BASS help desk process related to billing inquiries is not yet fully implemented.

- A) At the TISOC work center interview on December 9, 1999, KPMG learned that the TISOC had received no billing-inquiry referrals from the BASS as of that date. Instead the work center process includes direct inquiry with the CLECs. CLECs continue to call the TISOC work center and rely on their assigned account representatives to resolve any claims, adjustments, collections inquiries related to billing.
- B) The inquiry phone number included on the bills; (e.g., the 617-743-1470 for the Y40 bill), is not the correct "help-call" number. Calling the number on the bill results in a message saying that "the number is not currently in service". In addition, the CLEC Handbook, Volume 1, 8.1 Contact List, located on Bell Atlantic's website, did not clearly lead the KPMG CLEC to appropriate help resources. More than one phone number listed in this section seemed applicable to KPMG's question. Furthermore, neither help phone number on the KPMG CLEC bills nor CLEC Handbook Contact List match the BASS help number.

Assessment

This issue may be a concern for the following reasons:

- CLECS may lack clarity on whom to call for billing related inquiries
- CLECs potentially have incorrect contact numbers for billing related inquiries
- The "new" BA process for billing related help calls as described to KPMG may not truly be in practice yet